



**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Dayton, Ohio

Docket No. 9378

Application of:

FRAZIER, D. et al.

Group Art Unit: 3625

Serial No. 09/943,708

Examiner: ZURITA, JAMES H.

Filed: August 31, 2001

For: **IMPROVING CUSTOMER SATISFACTION THROUGH  
CUSTOMER IDENTIFICATION AND SERVICE-TIME  
MEASUREMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT**

Sir:

In response to the Final Office Action dated October 2, 2006, kindly amend this application as follows:

**Amendments to the Claims** appear in the listing of claims, which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 11 of this paper.

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**CERTIFICATION OF MAILING UNDER 37 CFR 1.8**

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on 5/2/07.

By: Michelle George

Name: Michelle George